

Enterprise Incident Report February 2011

As of 3/1/2011

AGRC

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - First Contact Resolution		
	High	Low	FCR Total
AGRC	1	9	10
	0	1	1
Customer Company Total	1	9	10
	0	1	1

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	MIR Total
AGRC	1	9	10
	1	2	3
Customer Company Total	1	9	10
	1	2	3

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	ATTIR Total
AGRC	1 1.06	9 0.45	10 0.51
Customer Company Total	1 1.06	9 0.45	10 0.51

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	MR Total
AGRC	1	9	10
	1	4	5
Customer Company Total	1	9	10
	1	4	5

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	ATTR Total
AGRC	1 23.98	9 59.91	10 56.32
Customer Company Total	1 23.98	9 59.91	10 56.32

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Detail

INC000000233265	Matt Peters Campus Networking	Server Jordy Davis	Error AGRC	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.09 342.17
INC000000246933	Barry Biediger Application Services	Server Tony Larsen	Error AGRC	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.51 163.10
INC000000256960	Michael Foulger Capitol Hosting	Server Curtis Parker	Performance AGRC	None High	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.06 23.98
INC000000258533	Scott T Davis Capitol Hosting	Server Shawn Lowry	None AGRC	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.48 17.21
INC000000259437	Matt Peters Network Operations	Network Kelli Okumura	None AGRC	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.37
INC000000260262	Matt Peters Network Operations	Network Jack Bridwell	None AGRC	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.15 11.47
INC000000262126	Scott T Davis Capitol Desktop Support	Network Chad Poll	None AGRC	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.52 2.09
INC000000266011	Mike Heagin Metro B Help Desk	Application Janet Hongsyvilay	Error AGRC	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000268843	Matt Peters Technical Lead/Project Manager	Remote Connectivity Bart Purser	None AGRC	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 1.59
INC000000269652	Bert Granberg Network Operations	None Kelli Okumura	None AGRC	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.07 1.15